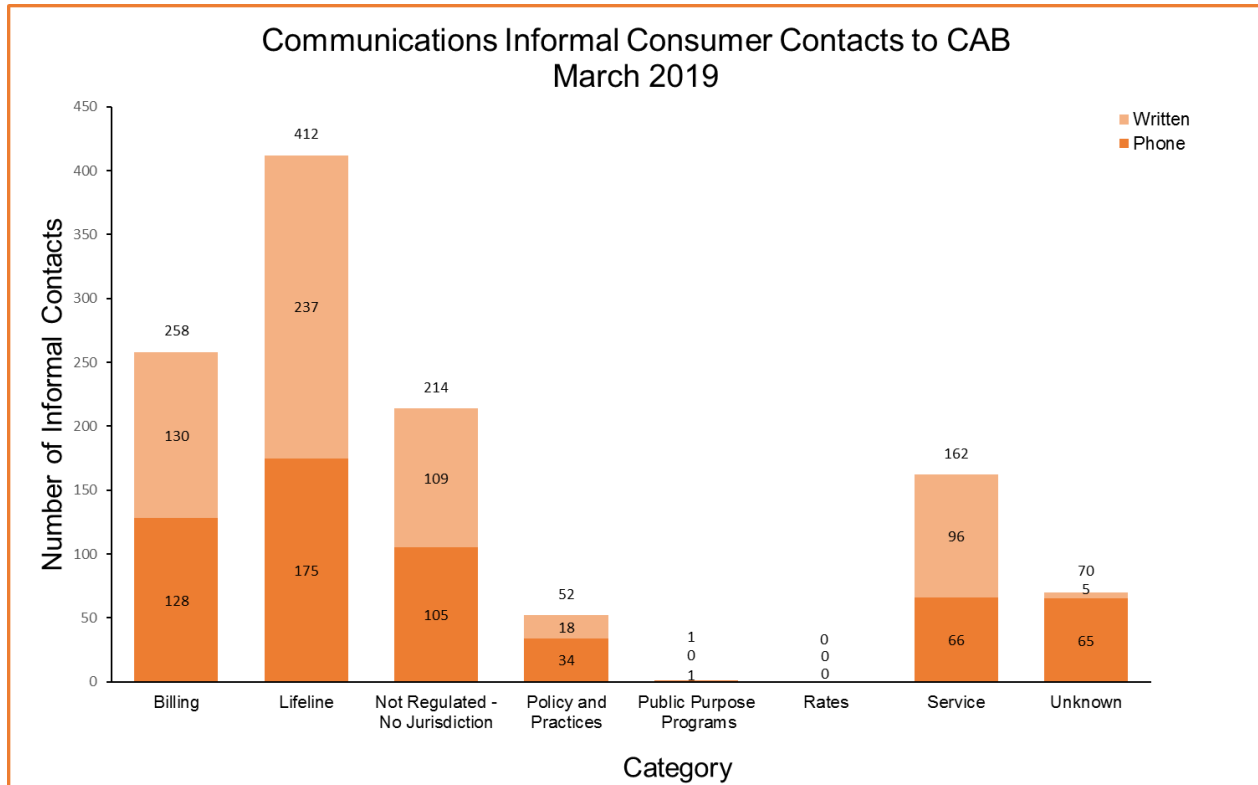


California Public Utilities Commission
Consumer Affairs Branch

Communications Industry Informal Consumer Contacts March 2019



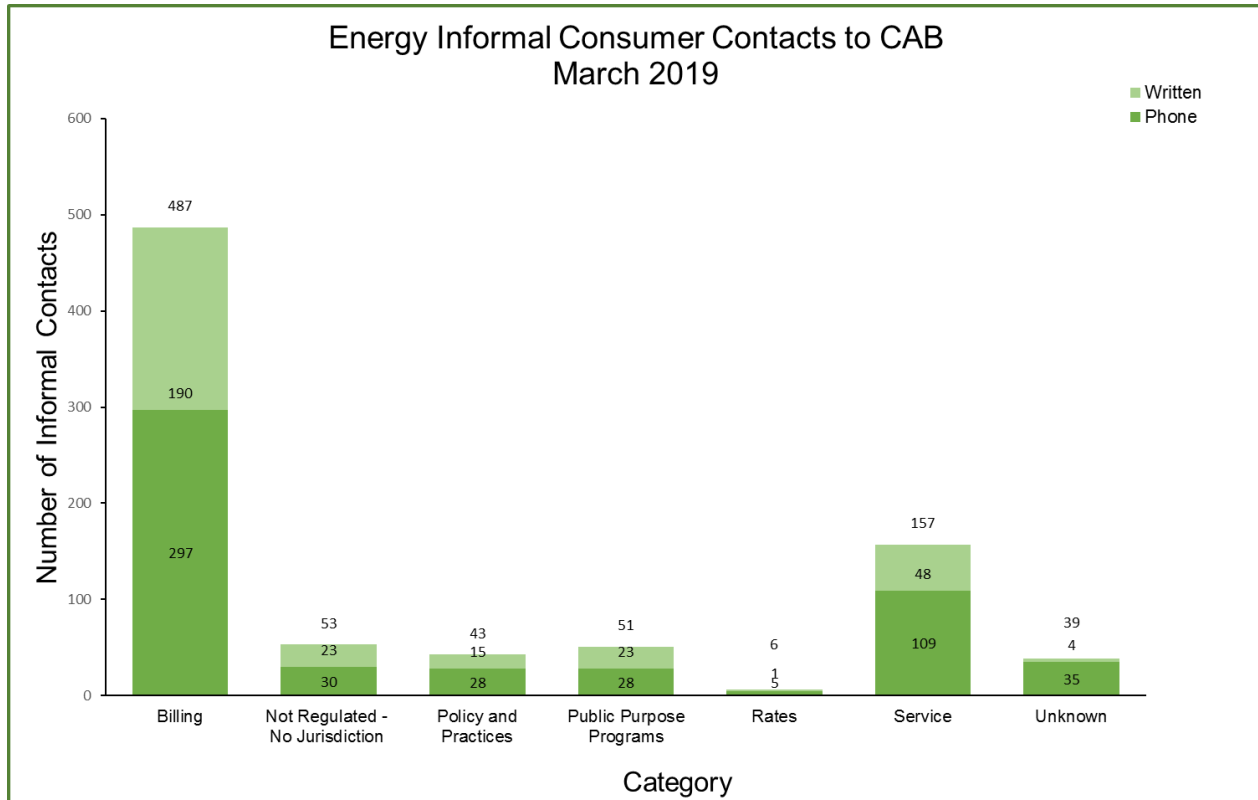
Communications Informal Consumer Contacts to CAB March 2019

Category ¹	Phone	Written	Total	% of Total
Billing	128	130	258	22%
Lifeline	175	237	412	35%
Not Regulated - No Jurisdiction	105	109	214	18%
Policy and Practices	34	18	52	4.4%
Public Purpose Programs	1	0	1	0.1%
Rates	0	0	0	0.0%
Service	66	96	162	14%
Unknown	65	5	70	6.0%
Grand Total	574	595	1169	100%

- [Table 1](#) reports the total number of Communications Industry related consumer contacts for the period, presented by both utility company and category
- [Table 2](#) reports the total number of Communications Industry related consumer contacts for the period that require enhanced processing, presented by utility company, category, and subcategory

¹ Categories Definitions can be found [here](#).

California Public Utilities Commission
Consumer Affairs Branch
Energy Industry
Informal Consumer Contacts
March 2019



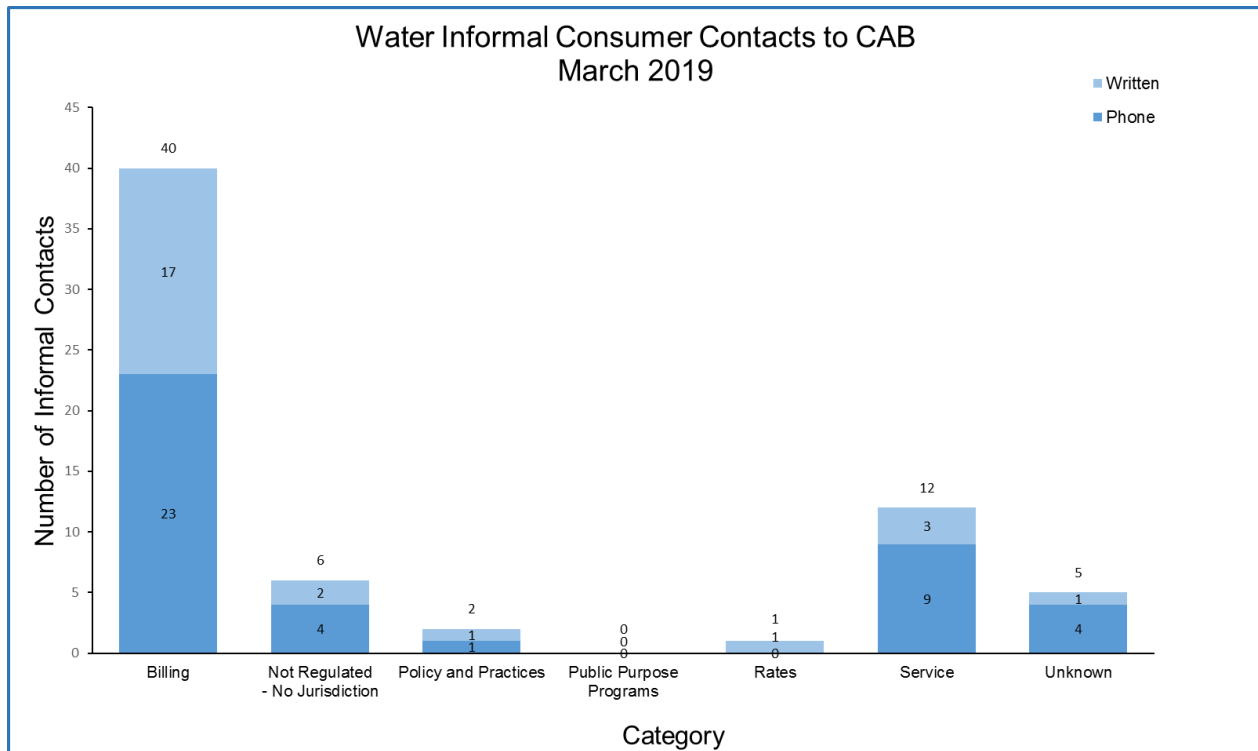
Energy Informal Consumer Contacts to CAB March 2019

Category ¹	Phone	Written	Total	% of Total
Billing	297	190	487	58%
Not Regulated - No Jurisdiction	30	23	53	6%
Policy and Practices	28	15	43	5%
Public Purpose Programs	28	23	51	6%
Rates	5	1	6	1%
Service	109	48	157	19%
Unknown	35	4	39	5%
Grand Total	532	304	836	100%

- [Table 1](#) reports the total number of Communications Industry related consumer contacts for the period, presented by both utility company and category
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California Public Utilities Commission
Consumer Affairs Branch
Water Industry
Informal Consumer Contacts
March 2019



Water Informal Consumer Contacts to CAB March 2019

Category ¹	Phone	Written	Total	% Total
Billing	23	17	40	61%
Not Regulated - No Jurisdiction	4	2	6	9%
Policy and Practices	1	1	2	3%
Public Purpose Programs	0	0	0	0%
Rates	0	1	1	2%
Service	9	3	12	18%
Unknown	4	1	5	8%
Grand Total	41	25	66	100%

- [Table 1](#) reports the total number of Communications Industry related consumer contacts for the period, presented by both utility company and category
- [Table 2](#) reports the total number of Communications Industry related consumer contacts for the period that require enhanced processing, presented by utility company, category, and subcategory

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